

Neighborhood Leaders Strengthening Neighborhood People Facing Foreclosure

Foreclosure Programs-What Do I Need to Know

March 23, 2011



Support & Guidance For Homeowners

 HOPE NOW is an alliance of non-profit counselors, servicers, investors, and other mortgage market participants working to prevent foreclosures through outreach to delinquent borrowers, one on one counseling with the goal of achieving loan workouts based on the borrower's ability to repay.

#### HOPE NOW:

- Reaches homeowners in need
- · Counsels families in need
- Assists homeowners with alternatives to foreclosure
- Integrates industry partners to develop solutions
- Reports on results of all outreach efforts



### **Reaching Homeowners**

- Homeownership Forums: Face to face opportunities where homeowners can speak directly to their lender and/or a HUD certified housing counselor. Three year effort.
- Visit <u>www.hopenow.com</u> ("Events in Your Area" section) to see complete list of homeowner events
- Visit Freddie Mac web site for full, up to date listing all outreach activity in the country



# Counseling Homeowners

- Homeowner's HOPE™ Hotline (888-995-HOPE™)
  - Managed by the Homeownership Preservation Foundation
  - Dedicated to 24/7 assistance
  - Counseling via a telephone from HUD-certified counselors who can also direct homeowners to local **HUD-certified organizations**
  - □ Since 2007, the Homeownership Preservation Foundation has received 4,737,188 calls and counseled 1,191,917 homeowners. Since January 2010, the Hotline received 1,202,517 calls and counseled 259,827 borrowers.



## New Innovations for **Assisting Homeowners**

Developed by the HOPE NOW Alliance and leading counseling partners, HOPE LoanPort® is a web-based tool that streamlines loan modification applications on behalf of homeowners at-risk of foreclosure.

- Efficiently transmits completed applications for all investor retention options
- Improves the quality of homeowner applications
- Free to HUD approved & NFMC non-profit counselors
- 2,200 counselor users, 700 servicer users
- Average servicer approval time on applications 32 days
- NO LOST DOCUMENTS



### Reporting

#### Monthly Reporting on Loss Mitigation Activity

- HOPE NOW: Mortgage Servicers Completed 101,000 Loan Mods for Homeowners in January (including HAMP modifications)
- 101,000 permanent loan modifications for the month compared to 73,000 foreclosure sales comple

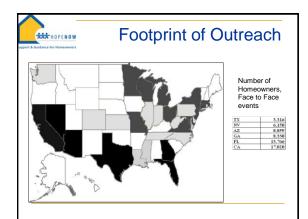
#### Highlights in the January 2011 Report include:

- Total permanent loan modifications for the month were approximately 101,000, compared to 111,000 in December 2010.
- Loan modifications with reduced principal and interest payments accounted for approximately 81% (59,000) of all proprietary modifications. Fixed-rate modifications (initial fixed period of 5 years or more) accounted for 85% (62,000) of all proprietary modifications.
- Completed foreclosure sales for the month were approximately 73,000, compared with 58,000 in
- 60+ days delinquencies for the month were 3.08 million, compared to 3.03 million in Dec 2010.



# **History of Outreach**

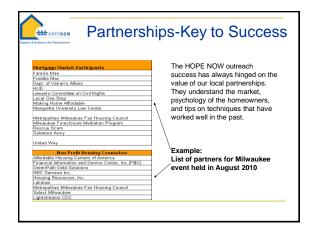
- March 2008 Three city tour of CA (Riverside, Stockton, Anaheim)
  - 905 homeowners in attendance
- High water marks:
  - April 15-16, 2009 Atlanta, GA 3,216 attendees (more than 2,800 day 2)
     July 31-Aug 1, 2009 Phoenix, AZ 2,782 attendees
     October 24, 2009 Riverside, CA 2441 attendees
- Assisted approximately 81,000 to date
- Improved on-site technology at events for more efficient results
- Expanded servicer efforts:
- Individual outreach events (i.e. B of A, Chase, GMAC)
- Regional centers (bricks & mortar) in hardest hit areas
- Participation in other local borrower outreach events





#### Innovation-Bricks and Mortar

- Continued presence in troubled markets
- Fannie and Freddie sites
- Servicer Specific sites, Chase (50 centers) across the country) Wells, Bank of America
- Ability to schedule appointments





#### Role of Faith-Based Community Groups in Assisting Homeowners

- Trusted Advisor
- Access to diverse populations
- Clear and consistent messaging
- Access to valued facilities
- Services outside the role of a traditional counselor or servicer
- Update website and link to trusted free resources, MHA, HOPE LoanPort®, etc.

HOPENOW  COMMUNITY Driver			Outrea
Stakeholders Constribut Task Prop Mertgage Market Partificiants HOPE Lean Port Media (Eart Media (Eart Media) Legal Aid Legal	Local Counselor Offices -HOPE Loan Port Controlled Face to Face Environment	Collection and Intake Sabmit through HLP Access to 15 servicers	10 Day Status Counsellers can track outcomes Sectainable Modile Word of mouth and grearests will spread Technology instead of beavy personnel resources, financial resources, huge

